

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/673,105	)	Confirmation No.:	<b>2566</b>
		)		
Applicant:	FLOCKHART et al.	)	TC/A.U.	3623
		)		
Filed:	09/26/2003	)	Examiner:	CHONG CRUZ, N.
		)		
Docket No.:	4366-113	)		
		)		
For:	CONTACT CENTER RESOURCE	)		
	ALLOCATION BASED ON WORK	)		
	BIDDING/AUCTION	)		

**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of February 10, 2009. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are shown in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 10 of this paper.